

Position Title

Information Technology Specialist

Organization

ID / PRODUCT & SERVICES DEVELOPMENT
DIV

NASA Announcement Number

AR12D0013

Vacancy Type

Case File

OPM Control Number / Status

315926700 / Posted

Salary Range

\$114,468 - \$148,806

Job has closed

Open Dates

05/07/2012 - 05/11/2012

Pay Plan - Series / Grade (Low, Potential)

GS - 2210 / 14, 14

Position Information

Full-Time / Permanent

Duty Location

062205085 - Moffett Field, CA (1)

Who May Be Considered

This announcement is open to all qualified U.S. citizens.

Citizenship Required

True

Job Summary

The Product and Services Development Division (Code ID) at NASA Ames Research Center is currently seeking interested applicants for the position of Service Office Integration Lead (SOIL). The incumbent provides technical and testing oversight of the IT Infrastructure Integration Program (I3P) and non-I3P services that support NASA at the Agency level and Ames Research Center. Duties include facilitating optimum flow of internal and external office communications; managing agency and center services in areas such as networking, communications, business applications, IT security, computer services, and end user services. Incorporates customer feedback into in the testing of processes and policies of innovative technologies emerging from I3P/non-I3P contract services.

Comments

No text available

Marketing Summary

NASA, the world's leader in space and aeronautics is always seeking outstanding scientists, engineers, and other talented professionals to carry forward the great discovery process that its mission demands. Creativity. Ambition. Teamwork. A sense of daring. And a probing mind. That's what it takes to join NASA, one of the best places to work in the Federal Government.

Key Requirements

- 1.
- 2.
- 3.
- 4.
- 5.

Total number of openings

1

Major Duties

As the Service Office Integration Lead (SOIL), the incumbent provides technical and testing oversight of the IT Infrastructure Integration Program (I3P) and non-I3P services that support the Agency and the Center. Duties include facilitating optimum flow of internal and external office communications; managing agency and center services in areas such as networking, communications, business applications, IT security, computer services, and end user services. The incumbent incorporates customer feedback into the testing, IT security, and policies of innovative technologies emerging from I3P and non-I3P contract services.

The incumbent provides technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues. S/he uses best practices as defined in the Information Technology Infrastructure Library (ITIL V3) methodology to provide technical guidance on I3P policies, procedures, and service guidelines. S/he interacts with NASA agency and center subject matter experts, I3P and non I3P program managers, and I3P host service office integration leads; and notifies issues to I3P center integration lead and Chief Information Officer (CIO). The incumbent transitions new developments and makes decisions/recommendations on agency IT policies and programs as it relates to service integration activities. S/he supports the planning and coordinating of the transition to the Agency Consolidated End-User Services (ACES) and the NASA Integrated Communications Services (NICS). S/he provides backup support to agency and center project leads; submits data calls; and reports project statuses.

The incumbent advises management on IT product and service issues. Performs IT planning and project management in the areas of networking, communications, business applications, IT security, computer services, and end user services for the center, agency, and headquarters. Leads, conducts, and participates in management studies and reviews. The incumbent prepares and develops project plans, schedules, and budgets. Duties include directing team members; preparing IT security plans; presenting project and budget reports; selecting qualitative and quantitative methodologies to the IT subject matter experts under examination. S/he identifies and collects data including IT trends, legislative and program data; formulates findings, conclusions, and recommendations; and presents results to management and stakeholders.

General Qualifications

Applicant must have one year of specialized experience equivalent to the next lower grade, which has equipped the applicant with the particular competencies needed to successfully perform the duties of the position described above.

Specialized experience for this position is defined as experience in implementing the Information Technology Infrastructure Library (ITIL V3) methodology to create best business practices and processes for the implementation of IT contract integration and transition (including designing, developing, and managing IT business process, procedures and systems to meet business requirements); AND experience in IT project management, or equivalent.

Educational Qualifications

No text available

Requirements

U.S. citizenship is required.

How You Will Be Evaluated

NASA uses an automated system (Resumix) that matches the competencies extracted from your resume to the competencies identified by the selecting official for the position. Based on the competencies you match, you are placed in one of three categories identified as 90, 80, or 70 pt. quality categories, which are defined as:

90 pt. Category - Tentatively meets (until subsequent confirmation upon referral) the basic qualification requirements identified in the vacancy announcement and has experience in the same or similar job that has demonstrated superior proficiency in the primary requirements of the position.

80 pt. Category - Tentatively meets (until subsequent confirmation upon referral) the basic qualification requirements identified in the vacancy announcement and demonstrates satisfactory proficiency in the primary requirements of the position.

70 pt. Category - Fails to meet criteria described in the 80 pt. category.

Additional application guidance is available in NASA's *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html).

Information for Veterans: The Category Rating Process protects the rights of veterans by placing them ahead of non-preference eligibles within each category. Preference eligibles who meet qualification requirements and have a compensable service-connected disability of at least 10 percent must be listed at the top of the highest quality category, except when the position being filled is scientific or professional at the GS-09 grade level or higher.

For the purpose of the Career Transition Assistance Program (CTAP) and the Interagency Career Transition Assistance Program (ICTAP), candidates rated in the top quality category are considered well-qualified.

Benefits

NASA offers excellent benefit programs and competitive salaries. To learn more about pay and benefits at NASA, click *HERE* (<http://nasajobs.nasa.gov/benefits/benefits.htm> target=_blank).

Other Information

Any applicant tentatively selected for this position may be required to undergo a pre-employment background investigation.

Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. See 'How You Will Be Evaluated' for definition of well qualified.

Federal employees seeking CTAP/ICTAP consideration must indicate their eligibility when applying for a position. The USAJOBS resume asks you to identify your ICTAP eligibility; the NASA Supplemental Information asks you to identify your CTAP eligibility. If you are selected for the position, you must be prepared to submit proof that you meet the requirements for CTAP/ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location.

As a condition of employment, male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

In order to receive preference in hiring, you must clearly identify your claim for veterans preference on your resume.

U.S. citizenship is required. NASA's *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*) provides the information needed to assist you in determining whether or not you can claim 5 or 10 point veterans preference. You should not submit documents to prove your eligibility for veterans preference at this time. However, you must be prepared to submit proof of veterans preference (DD-214, and, if claiming 10-point preference, SF-15 plus proof required by that form) as requested by the Human Resources Office. Veterans preference will only be considered based on what is supported. For instance, if you claim 10-point preference, but are only able to document 5-point preference, you will be considered accordingly. If you fail to provide the required documents within the stated time period, we may withdraw a job offer and/or remove you from further consideration.

Your USAJOBS account asks you to assign a name to each of your resumes. When you apply to a NASA position, we will show you the text of the resume you have submitted, but we do not maintain the name you have assigned to that resume. If you wish to keep track of that information, we recommend you make note of it at the time you apply.

Travel and relocation expenses are not authorized.

How to Apply

This vacancy is being filled through NASA STARS, an automated Staffing and Recruitment System. NASA partners with USAJOBS in providing a seamless application process. Before you begin the application process, please read the vacancy announcement carefully and have all required information available. You may begin the process of submitting your resume by clicking on the 'Apply Online' link.

In order to be considered, you must submit a resume completed on the USAJOBS site. When completing your USAJOBS resume, please remember that NASA limits resumes to the equivalent of approximately SIX typed pages, or approximately 22,000 characters including spaces. You will NOT be allowed to complete the application process if your resume is too long or if your resume was uploaded to USAJobs from a second source. Additionally, NASA does not accept documents attached through USAJobs' document attachment feature.

Once you submit your resume to NASA, you will be asked to complete a short series of additional questions. You must finish the entire process in order to have a complete application package and receive consideration. Your answers will not be saved unless you finish the entire application.

You may edit a previously-submitted application, if the announcement is still open. For more information, see the *Applicant Guide*. (https://resume.nasa.gov/applicant_guide.html target=_blank)

If you are unable to apply electronically for this position, submit your resume and supplemental questions to: National Aeronautics and Space Administration (NASA), Resume Operations Center, Mailstop: HS50, Marshall Space Flight Center, AL 35812. DO NOT submit your resume directly to the Center advertising this vacancy. Mailed resumes must be received by the close of business on the closing date of the announcement. Hard copy resumes requirements are provided at: *Hard Copy Resume Requirements* (<http://nasajobs.nasa.gov/howtoapply/hardcopyresumes.htm> target=_blank).

If you are a first time applicant, we recommend that you review NASA's *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html target=_blank) to ensure that you are providing a complete resume. Failure to submit the supplemental data and a resume that contains all of the required information may result in loss of consideration for positions in which you are interested.

All applications must be received no later than midnight Eastern Time on the closing date of the announcement.

Required Documents

NASA's application process has been specifically developed to ensure that we only ask you for the information we absolutely need to evaluate your qualifications and eligibility. In order to apply for this position, you only need to submit your resume and answer the screening questions and supplemental information. No additional documentation is accepted at the time of application. (For example you need not submit narrative 'KSA' statements; they are not required and will not be evaluated.) In this way we allow you to focus on preparing a resume that best describes your background and abilities. For assistance in preparing your resume, consult the *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*).

Nothing further is required until requested by the Human Resources Office. At that point, we may ask you to submit documentation to support statements made in your resume. For example, we may ask you to provide academic transcripts or proof of Federal employment status. If you are claiming veterans' preference, we may ask you to submit proof of veterans preference (DD-214, and, if claiming 10-point preference, SF-15 plus proof required by that form). If you fail to provide the required documents within the stated time period, we may withdraw a job offer and/or remove you from further consideration.

Contact

Ames Jobs / / arc-amesjobs@mail.nasa.gov

What to Expect Next

Candidates for NASA positions are evaluated using our automated staffing and recruitment system, NASA STARS, which compares your skills and experience as described in your resume with the requirements of the position. If you are found to be a highly qualified candidate, you will be referred to the selecting official for further consideration. (In some cases, individuals with priority for special consideration must be considered and selected before other candidates.) Whether or not you are contacted for an interview depends upon the location of the position and the judgment of the selecting official.

At NASA, we pride ourselves on efficient and timely recruitment actions, and you can normally expect to learn the outcome of the selection process in a fairly short period of time. In addition, to ensure that you can measure progress for yourself, NASA provides you with regularly updated information on the status of the vacancy announcement.